



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

Mental Hygiene Administration

Spring Grove Hospital Center – Dix Building

55 Wade Avenue – Catonsville, Maryland 21228

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – John M. Colmers, Secretary

Brian M. Hepburn, M.D., Executive Director

MEMORANDUM

TO: Maryland Public Mental Health System (PMHS) Providers

FROM: Lissa Abrams

Deputy director, MHA

RE: Important Information

Date: August 27, 2009

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All PMHS providers need to be registered as a ValueOptions® Maryland provider in order to request authorizations and submit claims for payment on September 1, 2009. The following will assist you to answer questions and address procedures to follow for the next days.

1. **ValueOptions® Provider Number:** The ValueOptions® system is different than MAPS-MD. To be a ValueOptions® Maryland PMHS provider you are issued one ValueOptions® number. As you know, Maryland Medicaid provides a separate Medicaid provider ID for each different location and for each different program when more than one exists at any one location. Under ValueOptions® Maryland, you will have one ValueOptions® provider number for all your Medicaid numbers (associated with one Tax Identification Number or Employer Identification Number). ValueOptions® Maryland views providers as one entity unless the agency has more than one Tax ID number, or for purposes of the Provider Summary Voucher, when they have different billing addresses for different services. ValueOptions® Information Technology development team is in the process of conducting due diligence on the system and system security set up. For September 1, 2009 providers must comply with the ValueOptions® requirements. However, MHA has asked ValueOptions® to develop recommendations after September 1, 2009 for alternative methods.

2. **Training:** Additional training in authorizations for all levels of care and claims payment will be provided after September 9, 2009. Information will be posted on the new dates. Powerpoint slides may be requested at [valueoptionstransition@dhmh.state.md.us](mailto:valueoptionstransition@dhmh.state.md.us).
3. **EFT:** All providers will receive a letter from PayFormace regarding the Electronic Funds Transfer. If you have not received this letter contact Payformance at **1-877-331-7154** to obtain the registration information.
4. **VO Provider Registration Number:** When you contact Help Desk you will be issued a VO provider ID within 24 hours. Once issued that number, you may begin testing claims. If you do not receive a number within 24 hours contact Provider Relations **410.691.4015**.
5. **Questions:** In order to reduce the provider relations calls to the EDI Help Desk if you have questions regarding training, OMS, End User Licensing Agreements, addresses to send claims, authorizations and other non provider registration information contact provider relations **410.691.4015**

Please continue to check MHA's web site, [www.dhmh.state.md.us/mha](http://www.dhmh.state.md.us/mha) for updates. Beginning September 1, 2009, call 1-800-888-1965. This number will be operated by Value Options® Maryland.

Thank you for your cooperation.